

## IN THE CLAIMS

Cancel claims 1 – 7, 11, 12, 14 – 21, 33, and 34 without prejudice. Add new claim 40.

Amend the claims as indicated below by the markings:

Claims 1. – 8. (Cancelled)

9. (Previously Presented) A method as claimed in claim 36, wherein said key performance indicators are used to determine consideration of an outsourced services agreement between a provider and a customer.

10.(Currently Amended) A method for providing maintenance, comprising the steps of:  
aligning maintenance provided by a maintenance provider to business objectives of a company receiving maintenance services from the maintenance provider;  
establishing rules for carrying out the maintenance by the maintenance provider;  
determining strategies for improving performance and reducing costs for the company using the maintenance provided by the maintenance provider; and  
establishing optimization of the maintenance while reducing overhead [[;]] for the company.

Claims 11. - 22. (Cancelled)

23. (Previously Presented) A method as claimed in claim 39, further comprising the steps of:  
providing a single headquarters location; and  
providing Internet connections between said single headquarters location and said regional maintenance services supervisory locations.

24. (Previously Presented) A method as claimed in claim 39, wherein said regional maintenance services supervisory locations are provided for at least three regions, said three regions being: the Far East and the European Union and a NAFTA country.

25. (Previously Presented) A method as claimed in claim 39, wherein said regional maintenance services supervisory locations supervise manpower requirements for said local maintenance service locations.

26. (Previously Presented) A method as claimed in claim 39, further comprising the step of:  
transferring program modules from said maintenance services supervisory locations to said local maintenance service locations through said Internet connections.

27. (Previously Presented) A method as claimed in claim 39, further comprising the step of:  
providing control of maintenance services at said local maintenance service locations from said maintenance services supervisory locations through said Internet connections.

28. (Currently Amended) A method as claimed in claim 39, wherein said regional maintenance services supervisory locations are provided at locations around the ~~to~~ globe so as to provide 24 hour support to said local maintenance service locations, said regional maintenance services supervisory locations each providing support during business hours for a respective location of each of said regional maintenance services supervisory locations.

29. (Cancelled)

30. (Previously Presented) A method as claimed in claim 38, wherein said industry is the airport industry.

31. (Previously Presented) A method as claimed in claim 38, wherein said industry is the power plant industry.

32. (Original) A method as claimed in claim 31, wherein said power plant industry is one of: fossil fuel power plants, atomic energy power plants, and hydroelectric power plants.

33. (Cancelled)

34. (Cancelled)

35.(Currently Amended) A method for providing maintenance services, comprising the steps of:  
aligning maintenance policies to business objectives of a company to develop a business plan relating at least to maintenance for the company;  
establishing rules for carrying out the maintenance policies;  
jointly determining strategies of a maintenance provider and the company to improve performance and reduce costs of the company;  
establishing an organizational structure of the maintenance provider organization to meet said business plan;  
measuring key performance indicators; and  
benchmarking performance of the company against competitors of the company.

36.(Currently Amended) A method ~~as claimed in claim 35~~, for providing maintenance services, comprising the steps of:  
aligning maintenance policies to business objectives of a company to develop a business plan relating at least to maintenance for the company;  
establishing rules for carrying out the maintenance policies;  
jointly determining strategies of a maintenance provider and the company to improve performance and reduce costs of the company;  
establishing an organizational structure of the maintenance provider organization to meet said business plan;  
measuring key performance indicators; and  
benchmarking performance of the company against competitors of the company;

wherein said key performance indicators are utilized as an indicator of success of the maintenance services.

37. (Previously Presented) A method as claimed in claim 35, wherein said step of establishing the rules for carrying out the maintenance policies includes generating a maintenance plan by considering in combination: a business plan, an operational analysis, a criticality analysis, a component identification, and a failure analysis.

38. (Previously Presented) A method as claimed in claim 35, further comprising the steps of:  
providing maintenance services tailored to an industry; and  
offering service modules to customers in said industry for outsourced maintenance.

39. (Previously Presented) A method as claimed in claim 35, further comprising the steps of:  
providing maintenance services at a plurality of local maintenance service locations;  
providing regional maintenance services supervisory locations; and  
providing Internet connections between said local maintenance service locations and said regional maintenance services supervisory locations.

40. (New) A method as claimed in claim 35, wherein said organizational structure includes organization of workforce personnel.